

Exhibit A, Attachment III TURNOVER

The use of headings of titles throughout this exhibit is for convenience only and shall not be used to interpret or govern the meaning of any specific term, function, or activity.

Index Turnover – Exhibit A, Attachment III

	Title	Page
1.0	Turnover	1
1.1	Overview	1
1.2	Objectives	1
1.3	Assumptions and Constraints	1
1.4	General Requirements	2
1.5	Turnover Schedule	2
1.5.1	Turnover Deliverables	6
1.6	Turnover Management and Planning	6
1.6.1	Turnover Work Plan	6
1.6.2	Project Control and Reporting Process	7
1.6.3	Turnover Management Team	10
1.7	Personnel	10
1.7.1	Training Program and Plan	10
1.7.2	Reporting	11
1.8	Facilities	12
1.9	Hardware, Software and Equipment	12
1.10	Informing Materials and Mailing Functions	13
1.11	Reports	13
1.12	Records Retention	13
1.13	Files	14
1.13.1	Transfer of Files	14
1.13.2	Files	15
1.14	Documentation	16
1.15	Testing Support	17
1.16	Other Administrative Procedures	17
1.17	Turnover Processing	18
1.17.1	Turnover Phase-Out	18
1.17.2	Turnover Phase-Out Work Plan and Schedule	18
1.17.3	Turnover Phase-Out Activities	19
1.18	Post-HCO Program Operations Phase	21

1.0 TURNOVER

1.1 OVERVIEW

This section defines the process the Contractor shall follow when transferring Health Care Options (HCO) Operations responsibility in this Contract to a successor contractor and/or to the California Department of Health Services (CDHS) in the period leading up to the Contract Termination Date (CTD). This process is designed to provide for an orderly transfer of HCO Operations. Complete adherence to the requirements appearing herein provides the CDHS with an assurance that the Contractor shall continue to meet all HCO Operations requirements during the Turnover phase, while successfully transferring all HCO Program responsibilities to the successor contractor (and/or to the CDHS).

The Contractor and/or CDHS shall transfer HCO Operations, any cost-reimbursed and leased hardware, software and equipment as well as the information housed in the Health Plan Enrollment (HPE) Process to the successor contractor. If an automated HPE Process has been utilized during the term of the Contract, the HPE Process itself, however, will not be transferred.

1.2 OBJECTIVES

The Turnover requirements appearing in this section shall:

- A. Guide the Contractor in transferring all HCO Operations to the successor contractor;
- B. Establish a Turnover Schedule for the Contractor to follow in meeting the Turnover requirements set forth in this section;
- C. Establish a procedure for the Contractor to use in documenting compliance with the Turnover Schedule;
- D. Establish the procedures the Contractor shall use to submit Turnover Deliverables to the CDHS for review and approval; and
- E. Assure that Turnover activities shall be as transparent as possible to applicants, beneficiaries, health plans, and the CDHS.

1.3 ASSUMPTIONS AND CONSTRAINTS

Turnover shall begin twelve (12) months prior to the LDO. If the CDHS exercises its option to extend this Contract beyond the base Contract years, the Turnover period shall be delayed for a commensurate period of time. Turnover requirements may be altered, in the CDHS sole discretion. If altered, the CDHS shall notify the Contractor through the use of C-Letters, and verbally during ongoing Turnover meetings. The order of Turnover events, described in this section, and, possibly some of the events themselves, may be adjusted by the CDHS from those required in this Contract. If any adjustments result in increased workload that is not included in the Contract bid price for the Turnover period and its activities, the Contractor shall be required to

notify the CDHS in writing of the need for adjustment, and shall provide all documentation to substantiate such. The CDHS shall review such documentation and may alter the reimbursement, if the CDHS determines it to be necessary.

1.4 GENERAL REQUIREMENTS

- A. The Contractor shall complete all Turnover tasks and activities in accordance with the requirements and schedule appearing in this section.
- B. The Contractor shall develop for submission to the CDHS a Turnover Work Plan (TWP) as described in this section.
- C. The Contractor shall employ quality assurance measures throughout Turnover as required in Exhibit A, Attachment II, Section 4, Quality Management Program, of this Contract.
- D. Unless otherwise specified, required deliverables that are unrelated to Turnover, but which have submission dates during Turnover, shall continue to be submitted on schedule. The inception of Turnover shall not itself affect the submission of any non-Turnover related deliverables. The Contractor may request that the CDHS waive one or more deliverable requirements that are unrelated to Turnover, but submission of all such deliverables shall continue on schedule unless or until the CDHS issues a formal written waiver.

1.5 TURNOVER SCHEDULE

The Turnover requirements discussed in this section, and completion dates for each, are detailed in the Turnover Schedule provided herein. The dates and time frames appearing in both the Turnover Schedule and narrative of this Contract are variable, as dates and/or time frames may need to be adjusted according to the circumstances at the time. Thus, the Contractor's TWP shall be submitted as required herein, but may be subject to future revision, as necessary.

All Turnover Deliverables and information submitted by the Contractor under the terms of the Turnover provisions of this Contract shall be accompanied by a Contract letter, signed by the Contractor's Turnover Manager or his or her designee, attesting to the currency, accuracy, and completeness of the submitted material.

The overall Turnover Schedule by major milestone and/or deliverable and applicable due date is detailed in the following section. Although the CDHS shall review and approve all Turnover Deliverables required under this Contract, the review and approval may occur earlier or later than required in this Turnover Schedule. The schedule of activities shall be adjusted based on the use of any optional extension period(s). All adjustments shall be scheduled so as to retain the relationship between Turnover and the successor contractor's takeover schedule, as well as with the CDHS overall procurement schedule.

Unless otherwise specified, all due dates are prior to the Last Day of Operations (LDO).

TURNOVER SCHEDULE

Deliverable/ Milestone	Due Date (Last Day of Operations = LDO & CTD = Contract Termination Date)	Exhibit A, Attachment III - RFP/Contract Reference
TURNOVER MANAGEMENT AND PLANNING		
Submit Turnover Work Plan (TWP)	Twelve (12) Months Prior to LDO	1.6.1
Submit Project Control and Reporting Process Reports	Twelve (12) Months Prior to LDO and Weekly Thereafter	1.6.2
Assemble Management Team	Twelve (12) Months Prior to LDO	1.6.3 A
Submit Names and Resumes of Management Team Members	Twelve (12) Months Prior to LDO	1.6.3 B
Designate Turnover Manager	Twelve (12) Months Prior to LDO	1.6.3 C
PERSONNEL		
Submit HCO Training Program and Plan	Twelve (12) Months Prior to LDO	1.7.1 A
Submit Training Progress Report	Two (2) Weeks After Training Begins and Every Other Week Thereafter	1.7.1 C
Submit Job Roster	Twelve (12) Months Prior to LDO, and Monthly Thereafter	1.7.2
FACILITIES		
CDHS Access to Computer Center	Twelve (12) Months Prior to LDO	1.8 C
Tours for Successor Contractor and Staff	Nine (9) Months Prior to LDO	1.8 D
HARDWARE, SOFTWARE AND EQUIPMENT		
Submit Cost Reimbursed Inventory List	Twelve (12) Months Prior to LDO	1.9 A
Submit Copy of Configuration Documentation	Nine (9) Months Prior to LDO	1.9 B
Training on Hardware and Software	Six (6) Month Prior to LDO	1.98 C

Deliverable/ Milestone	Due Date (Last Day of Operations = LDO & CTD = Contract Termination Date)	Exhibit A, Attachment III - RFP/Contract Reference
Transfer Responsibility of Operations and Maintenance	To Be Determined (TBD) by CDHS	1.9 D
Transfer Responsibility of Leases, Maintenance Agreements and Contracts	TBD by CDHS	1.9 E
INFORMING MATERIALS AND MAILING FUNCTIONS		
Submit Cost Reimbursed Inventory List	Twelve (12) Months Prior to LDO and Monthly Thereafter	1.10 A
Submit List of Contact Methods	Twelve (12) Months Prior to LDO	1.10 B
Submit Remaining Inventory	LDO	1.10 C
Submit Medi-Cal Publications	Two (2) Weeks Prior to LDO	1.10 D
REPORTS		
Submit Summary of All Reports	Ten (10) Months Prior to LDO	1.11 A
Submit Operational Performance and Existing Reports	Nine (9) Months Prior to LDO	1.11 B
RECORDS RETENTION		
Submit Master Index Of Records Format	Eleven (11) Months Prior to LDO	1.12 A
Submit Master Index of Records	Ten (10) Months Prior to LDO	1.12 B
Submit Records	LDO	1.12 C
FILES		
Submit Inventory List of Files	Twelve (12) Months Prior to LDO	1.13.1 A
Transfer of Files	TBD by the CDHS	1.13.1 B
Two-Way File Transmission Testing	TBD by the CDHS	1.13.2 I
DOCUMENTATION		
Submit Documentation Methodology	Twelve (12) Months Prior to LDO	1.14 A

Deliverable/ Milestone	Due Date (Last Day of Operations = LDO & CTD = Contract Termination Date)	Exhibit A, Attachment III - RFP/Contract Reference
Submit Inventory List of Documentation	Twelve (12) Months Prior to LDO and Quarterly Thereafter	1.14 B
Submit Complete Set of Documentation	Twelve (12) Months Prior to LDO and Quarterly Thereafter	1.14 C
TESTING SUPPORT		
Make Information and Documentation Available	During Both Parallel Tests	1.15
OTHER ADMINISTRATIVE PROCEDURES		
Submit Administrative Procedures Manuals	Twelve (12) Months Prior to LDO and Monthly Thereafter	1.16
Perform All Administrative Procedures	During Turnover	1.16
TURNOVER PROCESSING		
Submit Phase-Out Work Plan	Four (4) Months Prior to LDO	1.17.2 A
Establish a Phase-Out Transfer Schedule	Four (4) Months Prior to LDO	1.17.2. A
Transfer Unprocessed HCO Operations Documents	LDO	1.17.3 B
Transfer Inventory of Cost-Reimbursed Hardware, Software and Equipment	TBD by the CDHS	1.17.3 C
Transfer Software, Supplies, Operating Manuals, Maintenance Agreements and all HCO Operations Documentation	TBD by the CDHS	1.17.3.D
Transfer Network Communication Lines	TBD by the CDHS	1.17.3 E
POST-HCO OPERATIONS PHASE		
Post-HCO Operations Activities	During 3 Months Prior to CTD	1.18

1.5.1 TURNOVER DELIVERABLES

- A. Each item listed in the Turnover Schedule constitutes a Turnover Deliverable.
- B. The Contractor shall assume that the CDHS may require that corrections and/or revisions be made to each deliverable. The Contractor shall have ten (10) business days to resubmit to CDHS the CDHS-mandated revisions.
- C. The Contractor shall ensure that all CDHS-approved corrections and/or revisions to deliverables and milestones are incorporated into the TWP within five (5) business days of receipt of CDHS approval.
- D. The Contractor shall ensure that all Turnover Deliverables and milestones, both original and revised, are incorporated into the Weekly Deliverable Status (WDS) report, as described later in this section. All changes and modifications to Turnover Deliverables and milestones shall require prior written approval from the CDHS. If approved, the changes shall be incorporated into the WDS report within five (5) business days of approval.
- E. The CDHS retains the authority to approve or disapprove all Turnover Deliverables. The CDHS also retains the authority to disapprove the early or late submission of Turnover Deliverables, in relation to the date due per the Turnover Schedule.

1.6 TURNOVER MANAGEMENT AND PLANNING

1.6.1 TURNOVER WORK PLAN

The objective of the TWP is to specify, in detail, the Contractor's activities that are to be used to meet all Turnover requirements. The TWP shall demonstrate that the Contractor understands the responsibilities and tasks to be performed that directly parallel those Takeover tasks to be performed by the successor contractor.

At the commencement of Turnover, twelve (12) months prior to LDO, the Contractor shall submit the TWP to the CDHS for review and written approval. The TWP shall identify and describe all activities necessary to complete the termination and transfer process. The schedule of tasks shall reflect all of the items in the Turnover Schedule. The Contractor shall allow ten (10) business days in the TWP for CDHS review and written approval of Turnover Deliverables. The Contractor shall not implement and/or perform those required Turnover activities until receipt of written CDHS approval for each.

In addition to addressing the activities associated with the Turnover process in narrative form, the TWP shall:

- A. Identify every scheduled step with a unique Work Breakdown Structure (WBS) code.
- B. Clearly identify all contractually required deliverables, milestones, walkthroughs and CDHS approvals;

- C. Allocate sufficient time for each activity to:
1. Ensure that, upon completion, it meets all applicable Contract requirements; and
 2. Ensure that all required CDHS review and written approval steps can be completed without creating scheduling delays.
- D. Use a Gantt (or equivalent) chart to graphically depict the scheduling relationships between all Turnover activities. This chart shall be submitted at the beginning of Turnover and shall meet the following requirements:
1. It shall utilize Precedence Diagramming Methods to graphically illustrate the dependencies and precedence relationships between/among all Turnover activities;
 2. It shall clearly identify the beginning and end dates, as well as the duration, of all tasks;
 3. It shall clearly identify all critical paths (sets of task dependencies that, if not kept on schedule, will delay the final completion date);
 4. It shall hierarchically group Turnover activities as follows:
 - a. Task - The highest-level activity, which consists of a logical grouping of major subtasks
 - b. Major subtask - A logical grouping of subtasks
 - c. Subtask - A logical grouping of work packages consisting of no more than four (4) such packages. All deliverables shall be identified in the work plan at the subtask level.
 - d. Work package - The smallest increment of work effort. Work packages shall include:
 - i. A description of the work effort;
 - ii. An identifiable product or output;
 - iii. The skill or resource category used to produce the output;
 - iv. The quantity of resource units required to produce the output; and
 - v. The duration of the work effort, including start and end dates.

1.6.2 PROJECT CONTROL AND REPORTING PROCESS

The Contractor shall utilize a Project Control and Reporting Process (PCRP) to advise CDHS and Contractor management of progress in meeting goals and schedules contained in the TWP. This PCRP reporting mechanism shall begin with

the inception of Turnover, twelve (12) months prior to LDO, and applies weekly thereafter. The PCRPP shall consist of the following four (4) elements:

- A. Monthly progress meetings attended by the Contractor and the CDHS. The Contractor shall facilitate these meetings. These meetings may be held more often than monthly, based on the need to do so.
- B. Turnover monthly progress reports shall be submitted both in hardcopy and electronically two (2) business days before each subsequent monthly progress meeting and shall be current at the time of submittal. The format of the report shall be agreed upon prior to submission. Ten (10) hard copies of each report shall be submitted to the CDHS monthly.

This report shall contain items to be discussed at each meeting. These reports shall include, but not be limited to, the following items:

- 1. Attendees scheduled for upcoming meeting.
- 2. Progress of each task and/or activity, as applicable for that period of time.
- 3. Topics of general discussion.
- 4. Action items and decisions made at the previous monthly progress meeting.
- 5. Problem(s) encountered, resolution(s) proposed for each problem, projected completion date of problem resolution(s), current and/or actual status of problem resolution(s), and CDHS and Contractor contact person(s) and phone number(s).
- 6. Planned activities for the next two (2) months (reporting periods).
- 7. Status of contractually required Turnover Deliverables, milestones, and walkthroughs scheduled in the TWP.
- 8. A list of all Turnover Deliverables, milestones, and CDHS approvals that are behind schedule.
- 9. Verification by the Quality Assurance Unit that the Turnover tasks are completed within the required time frames and in accordance with Contract provisions (see Exhibit A, Attachment II, Section 4, Quality Management Program). Items of non-compliance shall be specifically noted and Problem Statements (PSs) submitted.
- 10. A list of any missing information that should have been transferred to the successor contractor as part of their Takeover activities and an adjunct list of any inaccurate information transferred to the successor contractor as part of their Takeover activities.
- 11. Any other information deemed necessary by the Contractor and/or required by the CDHS.

- C. Monthly Deliverable Status (MDS) report, in the form of a Gantt (or equivalent) chart, in a format agreed upon prior to submission that shall include the status of Turnover Deliverables, milestones, walkthroughs and CDHS approvals. It shall be used by the Contractor and the CDHS in determining the Contractor's progress during Turnover and for tracking the status of Turnover Deliverables.
1. The MDS report shall be furnished to the CDHS monthly both in hardcopy and electronically, two (2) business days before each subsequent monthly progress meeting, and shall be current at the time of submittal. Ten (10) hard copies of each report shall be submitted to the CDHS.

The MDS report shall meet the following requirements:

- a. Two (2) versions of the report shall be submitted to the CDHS. One (1) report shall use the 'WBS Number' as the sort key, and the second (2nd) report shall use 'Original Due Date' as its sort key.
- 1) Both versions of the report shall include the following items:
- a) WBS Number - The number that the Contractor has assigned to the Turnover Deliverable and/or activity required in the TWP;
 - b) Description - Brief description of the Turnover Deliverable and/or activity;
 - c) Date Delivered - The actual date that the Turnover Deliverable was delivered to the CDHS for review and approval;
 - d) Original Due Date - Initially, this shall be the due date originally provided in the Contractor's TWP. Subsequent submittals shall provide the updated or most recently assigned due date;
 - e) Days Early and/or Late - The number of days the Turnover Deliverable was submitted either late (- days) or early (+ days);
 - f) Date Approved, Disapproved, Pended, or Conditionally Approved - The date the CDHS either: approved (A), disapproved (D), pended (P), or conditionally approved (C) the Turnover Deliverable;
 - g) Resubmission Due Date - If disapproved, pended or conditionally approved, this field shall reflect the new due date for the Turnover Deliverable set by the CDHS. There will be as many entries in this column as disapprovals, pends, or conditional approvals by the CDHS;
 - h) Date Resubmitted - The date the Turnover Deliverable was resubmitted to the CDHS for review and approval;

- i) Date Approved, Disapproved, Pended, or Conditionally Approved
- The date the CDHS approves, disapproves, pends, or conditionally approves the resubmitted Turnover Deliverable; and
 - j) Remarks – Free form comments space allowing up to seventy (70) characters.
- D. Weekly Deliverable Exception (WDE) report. This report, in the form of a chart, shall extract those Turnover Deliverables, milestones, walkthroughs, and CDHS approvals from the WDE report that are past due.

The WDE report shall be sorted by due date with the oldest due date first. It shall be submitted both in hardcopy and electronically two (2) business days before each subsequent monthly progress meeting, in a format agreed upon prior to submission. Ten (10) hard copies of each report shall be submitted to the CDHS.

1.6.3 TURNOVER MANAGEMENT TEAM

Twelve (12) months prior to LDO, the Contractor shall:

- A. Assemble a Turnover Management Team to lead the Contractor's Turnover activities.
- B. Submit to the CDHS for review and approval the names and resumes of each Turnover Management Team member.
- C. Designate one (1) individual as the Turnover Manager. The Turnover Manager shall be responsible for ensuring that all Turnover requirements are met, and shall serve as the Contractor's liaison to the CDHS for the entire Turnover Project. The CDHS reserves the right to review and approve the appointment of the Turnover Manager and Turnover Management Team, as well as to instruct the Contractor to make changes in the Turnover Manager position and/or Turnover Management Team anytime during Turnover.

1.7 PERSONNEL

1.7.1 TRAINING PROGRAM AND PLAN

The Contractor shall submit to the CDHS a comprehensive Training Program to include a Training Plan, describing their plans to accomplish the required training of all successor contractor management, supervisors, and technical staff, as well as CDHS staff, as necessary. The Contractor should plan to train a minimum of fifty (50) successor contractor personnel.

All instructional materials and handbooks used in the comprehensive Training Program shall be based upon and/or consistent with the complete and current set of HCO Operations documentation.

The Contractor shall:

- A. Submit, twelve (12) months prior to LDO, the complete Training Program, including the Training Plan, which describes its plan to accomplish required training of successor contractor and CDHS staff. The Training Program shall include comprehensive training to successor contractor management, supervisory and technical staff. The training shall utilize current and complete HCO Operations documentation, as well as instruction materials and handbooks. All training materials shall be based on the complete and current documentation required under this Contract. Formal training sessions shall be provided for a minimum of fifty (50) successor contractor personnel for a minimum of eighty (80) hours of class instruction per individual. Each class session shall not exceed twenty (20) participants.
- B. The Training Plan shall include, but not be limited to:
 - 1. A description of each trainer's professional background, experience, subject area knowledge and expertise, and previous training experience.
 - 2. The topics to be covered in the Contractor's training. These topics shall include all areas of the HCO Operations and Contract.
 - 3. A schedule of planned training sessions.
 - 4. The number of staff to be trained per training module and training session;
 - 5. The training methodology;
 - 6. Hands-on training, if appropriate;
 - 7. Evaluation techniques to be used;
 - 8. The length of each training session; and
 - 9. Samples of the proposed training materials to be provided for each session.
- C. Two (2) weeks after training begins, and every other week thereafter, submit to the CDHS a written Training Progress Report, which details the progress and status of the Training Program over the previous reporting period. The status and progress of the Training Program shall be reported in the context of the approved Training Plan. The Training Progress Report shall clearly identify on-schedule, ahead-of-schedule, and behind-schedule training tasks.

1.7.2 REPORTING

The Contractor shall:

- A. Prepare and submit to the CDHS a job roster of Contractor staff that are likely to become available to the successor contractor. This roster shall be provided twelve (12) months prior to LDO, and updated versions shall be submitted monthly thereafter, until LDO. It shall include the names of all HCO Program employees (except key personnel) that are likely to become available to the

successor contractor, the estimated date each will become available to the successor contractor, and complete contact information for each staff member.

- B. Work with the successor contractor to plan and hold job seminars designed to encourage Contractor staff to accept positions with the successor contractor.

1.8 FACILITIES

The Contractor shall:

- A. Beginning twelve (12) months prior to LDO, provide designated CDHS staff with access to the Contractor's Computer Center.
- B. Beginning nine (9) months prior to LDO, conduct facility tours for CDHS staff and for up to one hundred (100) staff of the successor contractor in groups no larger than twenty-five (25) of the successor contractor.

1.9 HARDWARE, SOFTWARE AND EQUIPMENT

The CDHS intends to make existing cost-reimbursed computer hardware, telephone hardware, wide and local area network hardware, and software available to the successor contractor.

The Contractor shall:

- A. Submit to the CDHS twelve (12) months prior to LDO a current, reconciled inventory list of all hardware, software and equipment maintained by the Contractor that was purchased and/or leased pursuant to the cost reimbursement provisions of the Contract.
- B. Submit to the CDHS nine (9) months prior to LDO all hardware and software configuration documentation. This submittal shall be comprehensive, covering all hardware and software appearing on the list compiled under item A, above.
- C. Beginning six (6) months prior to LDO, provide the successor contractor's staff with training on all hardware and software appearing on the list compiled under item A., above.
- D. Transfer to the successor contractor responsibility of the operation and maintenance of all hardware and software compiled under item A., above. The transfer shall proceed according to a schedule provided by the CDHS, and shall continue until the successor contractor is responsible for all listed hardware and software. In addition to the listed hardware and software, all associated supplies, operating manuals, and the like, shall be transferred, as directed by the CDHS.
- E. Transfer, according to a schedule provided by the CDHS, to the successor contractor legal responsibility for all lease and maintenance agreements and contracts covering the hardware and software that became the responsibility of the successor contractor under item d, above.

1.10 INFORMING MATERIALS AND MAILING FUNCTIONS

The Contractor shall:

- A. Submit, twelve (12) months prior to LDO and monthly thereafter until LDO, a current inventory of all supplies and HCO informing materials, which are maintained by the Contractor pursuant to the cost reimbursement provisions of the Contract. This inventory shall be reconciled against the written documentation held by the CDHS. For each inventoried item, the quantity currently available shall be reported.
- B. Submit to the CDHS, twelve (12) months prior to LDO, a list of Post Office Boxes, telephone numbers, facsimile numbers, as well as comparable information about any other means by which the Contractor exchanges information with applicants, beneficiaries, health plans and/or other interested parties. This list must comprehensively identify all means used for the sending and/or receiving of all types of HCO Program information, including, but not limited to, forms, packets, letters and inquiries. For each information exchange method listed, a description of its purpose shall be included.
- C. Submit to the CDHS and/or successor contractor, at LDO, the remaining inventory of all cost reimbursed HCO informing materials.
- D. Submit to CDHS and/or its designee, two (2) weeks prior to at LDO, all Medi-Cal Publications, both physical inventory and electronic copies. CDHS has sole discretion to specify the manner and method by which Medi-Cal Publications shall be transferred.

1.11 REPORTS

The Contractor shall:

- A. Submit to the CDHS ten (10) months prior to LDO a summary of all reports produced by the Contractor. Include in that summary the names of the individuals and/or organizations to which the reports are delivered, the delivery dates, the medium in which provided, and the method of distribution for each report.
- B. Beginning nine (9) months prior to LDO, upon request by the CDHS, provide operational performance statistics and/or copies of existing operational reports. The requested information shall be provided by the Contractor within fourteen (14) calendar days of receipt of each written request.

1.12 RECORDS RETENTION

The Contractor shall:

- A. Submit to the CDHS for review and written approval, eleven (11) months prior to LDO, a proposed Master Index of Records format. This format shall group documents by type, and shall sort documents logically within each category type.

One or more sub-types may be used under each major category type. The Contractor shall include a major category type for HCO Operations documentation. All documentation relating to the HPE Process operations shall appear in that category. The subcategories under the HCO Operations type shall include, but not be limited to, process manuals, process change documentation, information dictionaries, Problem Statements and Incident Reports. The Master Index of Records format, as reviewed and/or possibly modified, and approved by the CDHS, shall be used to generate the Master Index of Records described in item B., below.

- B. Submit to the CDHS, ten (10) months prior to LDO, a completed Master Index of Records containing all records maintained by the Contractor pursuant to Exhibit A, Attachment II, Section 7, Records Retention and Retrieval in this Contract. The Master Index of Records shall constitute a comprehensive inventory of all HCO Program records, and shall include for each record the document title and/or name, the Document Control Number, the date completed and/or submitted, the period covered, the volume (usually, the number of pages), and the medium. Reports and other documents submitted in a set format at regular intervals may be reported as a single entry in the index. The CDHS may, however, require the Contractor to disaggregate some entries. Once approved by the CDHS in writing, the Master Index of Records shall be updated and resubmitted monthly. Each submittal shall include a signed letter from the Contractor's Turnover Manager, or his or her designee, certifying that the current Master Index of Records completely and accurately reflects the body of records maintained by the Contractor pursuant to the requirements appearing in the Records Retention and Retrieval Section of this Contract.
- C. Submit to the CDHS, or its designee, at LDO, the body of records, listed in the Master Index of Records, maintained by the Contractor pursuant to the requirements appearing in the Records Retention and Retrieval Section of this Contract. Along with the records themselves, the updated Master Index of Records accurately reflecting the body of records turned over shall be submitted. This submittal shall be accompanied by a letter, signed by the Contractor's Turnover Manager, or his or her designee, certifying that the body of records turned over fulfills completely the Records Retention and Retrieval requirements appearing in this Contract, and that the Master Index of Records fully and completely reflects the body of documents turned over. The Master Index of Records, and the body of documents submitted, shall be sufficiently complete and accurate to be found to fulfill all applicable requirements by a full CDHS and/or federal audit.

1.13 FILES

1.13.1 TRANSFER OF FILES

The Contractor shall:

- A. Submit to the CDHS twelve (12) months prior to LDO a current inventory list of all files maintained by the Contractor pursuant to the provisions of the Contract.

- B. Transfer the files inventoried under 1.13.1 A above to the CDHS according to a File Transfer Schedule the CDHS shall provide. The File Transfer Schedule will be determined by the successor contractor's system and user acceptance testing needs.
- C. Provide the CDHS all other files, documentation, records, and/or transaction information, which the CDHS determines to be necessary for the orderly and successful transfer of HCO Operations to the successor contractor.

1.13.2 FILES

The Contractor shall:

- A. Submit current and accurate electronic copies of all files necessary to transfer HCO Operations to the CDHS and/or to the successor contractor. The Contractor Turnover Manager, or his or her designee, shall certify in writing that all files submitted are current and accurate. Production file transfer activities shall be conducted in accordance with the File Transfer Schedule provided by the CDHS during Turnover, as stated in 1.13.1 B above.
- B. Submit copies of the current versions of all production files, as they exist as of the start date of the file transfer Turnover phase. Production files shall be submitted to the CDHS by 12:00 p.m. (noon) of the start date of the Turnover phase. Submittal shall occur at the Contractor's main operating facility.
- C. Ensure that each set of files that are copied for submittal to the CDHS are the outputs from the most recently completed daily, weekly, and monthly cycles.
- D. In the event that any of the files submitted under 1.13.2 B above, are unreadable and/or otherwise unusable, submit replacement copies within one (1) business day of notification by the CDHS, unless the CDHS, in writing, agrees to extend that period.
- E. Submit the following along with any electronic files that are a part of current contract:
 - 1. A hard copy listing of all procedures, programs, and scripts used to create and/or copy each file.
 - 2. Job output listings and reports for both the job that created each file, and the job that copied each file from Contractor media to the media that will be transmitted to the CDHS, including record counts or other control information for record balancing.
 - 3. Written certification from the Contractor Turnover Manager, or his or her designee, that each file is a complete and accurate copy of the file from the production HPE Process.
- F. Ensure that each file scheduled for transfer at LDO is transferred to the successor contractor only upon the successful completion of its update cycle

(e.g., files updated by the daily cycle shall be transferred as of the completion of the daily cycle; files updated by the weekly cycle shall be transferred upon completion of the weekly cycle).

- G. For files submitted prior to the final update cycle, submit all update and/or transaction files to the CDHS or its designee. The update and/or transaction files submitted shall be in a format approved by the CDHS.
- H. If, during Turnover, additional files are identified, the CDHS will request these files either by adding them to one of the file transfer phases or by requesting special processing. If added to a file transfer phase, the files shall be submitted in accordance with the schedule for that phase, if feasible. If not feasible, these files shall be submitted within two (2) business days of the regular production cycle. If requested by special processing, the file shall be submitted to the CDHS within two (2) business days of the request.
- I. Submit to the CDHS for review and approval a detailed description of the criteria and procedures to be used for two-way file transfers. Regular two-way file transfers occur between the Contractor and the CDHS. Two-way file transmission testing shall occur according to a schedule supplied by the CDHS.

1.14 DOCUMENTATION

The Contractor shall:

- A. Twelve (12) months prior to LDO, submit to the CDHS for review and written approval, and for transfer to the successor contractor, a detailed description of the methodology that shall be utilized by the Contractor to ensure the complete review, certification, and acceptance of all HCO Operations documentation.
- B. Submit to the CDHS twelve (12) months prior to LDO, and quarterly thereafter until LDO, a comprehensive inventory list of all HCO Operations documentation. This documentation shall:
 - 1. Consist of HCO Operations manuals and other non-manual documents, including, but not limited to, inventory lists and Problem Statements, etc.
 - 2. Not contain copyrighted or proprietary information belonging to vendors and other entities.
 - 3. Be stored in CDHS-approved information storage.
- C. Submit to the CDHS, twelve (12) months prior to LDO, and updated quarterly thereafter and at LDO, a complete set of HCO Operations documentation. Each submission shall include the master list of HCO Operations manuals. For each manual on the list, the Contractor shall provide the manual title, a citation referencing the Contract section authorizing the creation of the manual, and its current status (current, update pending, obsolete, etc.).

- D. Continue to submit all documentation required by this Contract, including but not limited to, Change Order, System Development Notice, and Turnover documentation, throughout Turnover. All such documents shall be submitted in full compliance with the requirements in the applicable Contract sections. The Contractor shall ensure that these documents are added to the HCO Operations documentation to be submitted at LDO.
- E. Submit to the CDHS during Turnover, copies of any documentation the CDHS requests, in any format the CDHS specifies.

1.15 TESTING SUPPORT

During systems and user acceptance testing under the successor contract, the Contractor shall provide testing support to both the CDHS and the successor contractor. The Contractor shall complete all requests for support, within a reasonable period, not to exceed two (2) business days, unless the CDHS provides written approval for a longer response period. This support shall consist of, but not be limited to:

- A. Submission to the CDHS of HPE Process files, test files, tables and all other files and documentation needed to support parallel and other system tests. The Contractor Turnover Manager, or his or her designee, shall certify in writing that every item submitted is complete, current and accurate and that the systems files, tables and documentation in the submission are complete, current and accurate copies of the files, tables and documentation used in the production HPE Process. That certification shall include a complete listing of all items submitted, along with a brief description of each.
- B. Providing successor contractor's staff with access to electronic files and CDHS-owned/leased hardware, software, and equipment in the Contractor's possession as needed to conduct testing. In no case shall the granting of such access jeopardize the Contractor's ability to meet Contract requirements. If the Contractor's staff receives information that the actions of staff from the successor contractor may jeopardize HCO operations, Contractor shall advise the CDHS, which shall then advise Contractor whether to grant access.
- C. Assisting the CDHS with the interpretation and analysis of test results.
- D. Submission of any statistics requested by the CDHS relating to the accuracy of the information housed in the HPE Process.

1.16 OTHER ADMINISTRATIVE PROCEDURES

Twelve (12) months prior to LDO, the Contractor shall submit to the CDHS a draft Turnover Administrative Procedures manual. This manual shall document the administrative procedures that shall be performed to affect a smooth, problem-free turnover of Contract Operations to the successor contractor. The areas to be covered in this manual shall include, but not be limited to, those Contract requirements as stated throughout this Contract, including those in the Additional Provisions and Special Terms and Conditions sections, budgets and finance,

personnel, and the HPE Process. Following CDHS review and written approval, the Contractor shall submit a final draft. Updates shall be submitted monthly thereafter, until LDO.

1.17 TURNOVER PROCESSING

The Contractor shall continue to meet all requirements appearing in this Contract until all HCO Operations have been fully turned over to the successor contractor. The functions that shall continue without interruption or modification until final turnover of Operations include, but are not limited to, the following:

- A. Maintenance of beneficiary history records. All beneficiary history records shall be kept fully current up to and including the point in time when the history records are turned over to the successor contractor.
- B. Maintenance of staffing levels consistent with workload. Encouraging and/or incentivizing staff to remain on the job during Turnover.
- C. Records disposal. This Contract authorizes the Contractor to obtain approval to dispose of certain categories of HCO Program records in its possession. The Contractor shall obtain the necessary written approvals from the CDHS, and dispose of all designated records, in keeping with applicable contractual requirements and conditions imposed in the written approvals received.

1.17.1 TURNOVER PHASE-OUT

For the purposes of this Contract, Turnover Phase-Out is defined as the last four (4) months of HCO Operations under this Contract. During Turnover Phase-Out, the Contractor shall complete its obligations under the terms of this Contract, and affect a smooth, problem-free turnover of Contract Operations to the CDHS and the successor contractor.

1.17.2 TURNOVER PHASE-OUT WORK PLAN AND SCHEDULE

The Contract Turnover period shall include a four (4) month Phase-Out period. The purpose of the Phase-Out period is to minimize the risk of disruption during the final turnover of HCO Operations by describing and scheduling all final turnover tasks in as much detail as possible. During Phase-Out, the activities begun during Turnover shall continue, but on a more intense and detailed level.

The Contractor shall:

- A. Submit to the CDHS four (4) months prior to LDO a Phase-Out Work Plan, to include a Phase-Out Transfer Schedule. The Phase-Out Transfer Schedule shall be structured and organized according to the TWP specifications appearing in Exhibit A, Attachment II, Section 1.5, Turnover Work Schedule, above. The Phase-Out Work Plan shall contain the following narrative elements:
 - 1. An estimate of the amount of residual unprocessed work (e.g., Choice Forms, HCO informing materials mailings, enrollment/disenrollment transactions,

HPE Process update and reconciliation information, health plan membership status letters, exception to plan enrollment requests, etc.) that shall be transferred.

2. An organization chart depicting Contractor Phase-Out staffing by classification and area of activity. A narrative summarizing the duties and responsibilities of each position shall accompany the chart.
- B. Meet with the CDHS and the successor contractor to review and assess the following Turnover Deliverables:
1. The training of successor contractor staff, conducted per Section 1.7, Personnel, above.
 2. The hardware, software and equipment inventory prepared under Section 1.9, Hardware, Software and Equipment, above.
 3. The informing materials and mailings, prepared under Section 1.10, Informing Materials and Mailings Functions, above.
 4. The reports summary prepared under Section 1.11, Reports, above.
 5. The records retention prepared under Section 1.12, Record Retention, above.
 6. The files , prepared under Section 1.13, Files, above.
 7. The documentation prepared under Section 1.14, Documentation, above.
 8. The testing support prepared under Section 1.15, Testing Support, above.
 9. The administrative activities under Section 1.16, Other Administrative Procedures, above.

The purpose of this review shall be to determine the adequacy of each Turnover Deliverable for purposes of the Turnover Phase-Out period. In the case of each of these deliverables, the Contractor, the CDHS, and the successor contractor shall cooperatively determine what additional detail and Phase-Out scheduling will need to be added in order to ensure a smooth and orderly final turnover of HCO Operations. The CDHS will then direct the Contractor to make the agreed-upon modifications and provide a submission date for the revised documents and for any necessary detailed Phase-Out schedules.

1.17.3 TURNOVER PHASE-OUT ACTIVITIES

The Contractor shall:

- A. Transfer HCO Operations to the successor contractor so as to minimize the likelihood of disrupting the provision of services during the transfer process. The Contractor shall exercise extreme care to assure that all unprocessed forms,

program records and HCO Operations update files are properly turned over to the successor contractor for processing.

- B. Transfer, at the LDO under this Contract, all unprocessed HCO Operations documents to the successor contractor in appropriately labeled boxes and/or bins. The following documentation shall accompany each box and/or bin:
 - 1. Transmittal sheets.
 - 2. Logs stating the types of documents contained in each box and/or bin.
 - 3. Descriptions of the documents contained in each box and/or bin.
 - 4. Exact status of each document in the HCO Operations process.
- C. Transfer all cost-reimbursed, purchased and/or leased hardware, software and equipment to the successor contractor. The transfer shall:
 - 1. Occur on or about the LDO. The CDHS shall determine the exact date(s).
 - 2. Be determined by the CDHS depending upon the type of equipment and needs assessed.
 - 3. Transfer to the successor contractor all hardware, software and equipment maintenance contracts, regardless of cost-reimbursed and/or lease status.
- D. Transfer, as directed by the CDHS, all associated software, supplies, operating manuals, maintenance agreements and any and all documentation covering all HCO Operations activities.
- E. Transfer, as directed by the CDHS, all lines used for network communication to the successor contractor. The Contractor shall:
 - 1. Arrange for line transfers with the respective carriers.
 - 2. Notify the CDHS and successor contractor in the event that the line carrier prohibits transfers.
 - 3. Assist the CDHS and successor contractor in coordinating concurrent termination and activation of lines.
- F. In accordance with Contract delivery requirements, complete all daily, weekly and monthly HCO reporting-in-process by the LDO, with delivery to successor contractor on the following business day.
- G. Submit, on or about LDO as approved by the CDHS, all updates to information previously given to the successor contractor during the Turnover period.

1.18 POST- HCO OPERATIONS PHASE

The Post-HCO Operations phase begins immediately upon LDO. During the three (3) month Post-HCO Operations phase, the Contractor shall:

- A. Answer all Contract-related calls, referring the callers to the successor contractor's toll-free telephone number(s).
- B. Within four (4) hours of receipt, make all misdirected Contract-related mail available for pick-up at the Contractor's site by the successor contractor.
- C. Make available all key personnel who have not transferred to the successor contractor available to CDHS staff in order to answer questions regarding the HCO Operations of this Contract.
- D. Submit all HCO Program-related correspondence as follows:
 - 1. Provide to the CDHS or its designee within one (1) business day of receipt.
 - 2. Following completion of the Post-HCO Operations phase, return correspondence received to the sender via a mail courier service.